

<b>Notice of References Cited</b>		Application/Control No.	Applicant(s)/Patent Under Reexamination	
		10/701,085	DABNEY ET AL.	
Examiner		Art Unit		Page 1 of 1
FOLASHADE ANDERSON		3623		

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,895,450	04-1999	Sloo, Marshall A.	705/1
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Live Customer Care with the Power of the Internet." CosmoCom. Jan. 25, 1999. 19 May 2009 <www.cosmocom.com>. retrieved from http://web.archive.org
	V	Business Editors/High-Tech Writers. (28 September). CosmoCom, INTERSHOP Communications Announce Global Electronic Commerce Alliance; Technology Integration Opens New Dimensions for Live Customer Service and Electronic Commerce. Business Wire,1. Retrieved May 21, 2009, from Business Dateline database. (Document ID: 34596813).
	W	Business Editors & Technology Writers. (9 August). The Big Face of Customer Service. Business Wire,1. Retrieved May 21, 2009, from Business Dateline database. (Document ID: 43779729).
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
 Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.